



January 18, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
EB Docket No. 06-36
445 12th Street, SW
Suite CY-B402
Washington, DC 20554

RE: Annual 64.2009(e) CPNI Certification

Secretary Dortch:

This Certification is made pursuant Section 64.2009(e) of the Federal Communications Commission's rules in connection with Customer Proprietary Network Information ("CPNI"). During the year of 2010, I have had personal knowledge that Shreveport Communication Service, Inc. had procedures in place that are adequate to ensure compliance with the CPNI rules under Subpart U in Part 64 of the Commission's rules and regulations.

Shreveport Communication Service, Inc. ensures that its operating procedures are in compliance with the Federal Communications Commission's rules by never releasing any customer proprietary information to third parties or brokers unless the party is an officer of the government and provides a subpoena for customer records. Customer proprietary network information is only released to a customer if it meets one of the following:

- 1) In-store request with a valid photo ID that matches the name on the account.
- 2) Telephone requests will be sent by mail to the address on file or we will return the call to the number and name listed on the account.
- 3) A business customer may sign a form that allows its designee(s) to receive the information directly from their account representative.

If more information is needed or required, please let me know.

Thanks,

A handwritten signature in blue ink, appearing to read 'Leroy Faith, Jr.', is written over the printed name.

Leroy Faith, Jr.
Vice-President
LFaithJr@ShreveComm.net

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2010

Date filed: January 18, 2011

Name of company(s) covered by this certification: Shreveport Communication Service, Inc

Form 499 Filer ID: 818828

Name of signatory: Leroy Faith, Jr

Title of signatory: Vice President

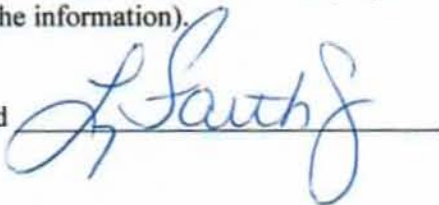
I, Leroy Faith, Jr., certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed

A handwritten signature in blue ink, appearing to read "L. Faith, Jr.", is written over a horizontal line.



Notification concerning the release of Customer Proprietary Network Information

Shreveport Communication Service, Inc. (Shreveport Communications) would like to notify you about changes to our policies on releasing customer call information, sometimes called Customer Proprietary Network Information or CPNI. These new procedures will help protect your call data from being stolen or misused by unauthorized individuals and will ensure compliance with recent rule changes implemented by government regulators. The type of call information includes information relating to your incoming and outgoing calls, such as numbers called, call duration, and billing information. As of January 1, 2008, Shreveport Communications no longer releases this kind of information in response to a telephone request except under the following conditions: (1) the call information is sent by mail to your registered postal address; or (2) after a return call by Shreveport Communications to the telephone number that you have on file in your customer profile. Should you call Shreveport Communications concerning customer service, billing inquiries, etc., you will now be asked to provide sufficient information about the call(s) in question to confirm your identity. In addition, Shreveport Communications will automatically notify you in case any changes are made to your primary account information, such as your contact number or billing address. Shreveport Communications will provide CPNI to customers on in-store contact with a valid photo ID, as long as the photo ID matches the name on the account.

Shreveport Communications maintains record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. CPNI notifications are provided to customers as required by the Federal Communications Commission's rules. Shreveport Communications maintains records of customer approvals and notifications for the minimum period of one year. In addition, Shreveport Communications has established a supervisory review process regarding compliance with the Federal Communications Commission's CPNI rules for marketing situations. Sales personnel are required to obtain supervisory approval for any proposed marketing request.

For Business Customers Only:

If you are a business (that is, not an individual) customer with a dedicated Shreveport Communications account manager, you may choose to access your CPNI through your account representative without being subject to the procedures outlined above. As a business customer, you can take advantage of this additional flexibility by signing in the space provided below, indicating your agreement to the listed terms and conditions. You should note that CPNI will only be released to the customer's designee(s) and only by the customer's dedicated Shreveport Communications account representative. Requests by business customers to obtain CPNI in any other manner will be handled in the manner outlined above.

Terms for Business Customer CPNI Access

By signing below, customer certifies that it is a business and hereby authorizes Shreveport Communications, through the customer's designated account representative, to release to the customer's designee(s), as previously specified to Shreveport Communications, any Customer Proprietary Network Information (CPNI) requested by such designee(s). Customer agrees that it is customer's sole responsibility to maintain on file with Shreveport Communications the identity of the designee(s). Customer hereby waives any and all claims against Shreveport Communications and its affiliates related to or any way arising in connection with the release by Shreveport Communications of CPNI to customer's designee(s) as specified in this paragraph.

After signing, please return this form to your Shreveport Communications account representative. Please note that a separate form is required for each business entity with a separate Shreveport Communications contract.

Business Name

Date

Authorized Signature

Signatory Name